



# House of Representatives

General Assembly

**File No. 291**

February Session, 2012

Substitute House Bill No. 5309

*House of Representatives, April 5, 2012*

The Committee on Government Administration and Elections reported through REP. MORIN of the 28th Dist., Chairperson of the Committee on the part of the House, that the substitute bill ought to pass.

**AN ACT IMPLEMENTING THE RECOMMENDATIONS OF THE  
PROGRAM REVIEW AND INVESTIGATIONS COMMITTEE  
CONCERNING THE CREATION OF A GOVERNANCE STRUCTURE TO  
IMPLEMENT E-GOVERNMENT.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 4d-1 of the 2012 supplement to the general  
2 statutes is repealed and the following is substituted in lieu thereof  
3 (*Effective from passage*):

4 As used in this chapter and sections 2 to 5, inclusive, of this act,  
5 unless the context indicates a different meaning:

6 (1) "Architecture" means the defined structure or orderly  
7 arrangement of information systems and telecommunication systems,  
8 based on accepted industry standards and guidelines, for the purpose  
9 of maximizing the interconnection and efficiency of such systems and  
10 the ability of users to share information resources.

11 (2) "Information systems" means the combination of data processing  
12 hardware and software in the collection, processing and distribution of  
13 data to and from interactive computer-based systems to meet  
14 informational needs.

15 (3) "State agency" means each department, board, council,  
16 commission, institution or other agency of the Executive Department  
17 of the state government, provided each board, council, commission,  
18 institution or other agency included by law within any given  
19 department shall be deemed a division of that department. The term  
20 "state agency" shall include (A) the offices of the Governor, Lieutenant  
21 Governor, Treasurer, Attorney General, Secretary of the State and  
22 Comptroller, and (B) all operations of an Executive Department agency  
23 which are funded by either the General Fund or a special fund.

24 (4) "Telecommunication systems" means telephone equipment and  
25 transmission facilities, either alone or in combination with information  
26 systems, for the electronic distribution of all forms of information,  
27 including voice, data and images.

28 (5) "Commissioner" means the Commissioner of Administrative  
29 Services.

30 (6) "Chief Information Officer" means the head of the Division of  
31 Information Technology within the Department of Administrative  
32 Services.

33 (7) "E-Government Board" means the E-Government Board created  
34 under section 2 of this act.

35 Sec. 2. (NEW) (*Effective from passage*) (a) There is established an E-  
36 Government Board to identify business and customer service needs  
37 and facilitate the development and implementation of e-government  
38 initiatives and strategies for the state. Said board shall: (1) Develop and  
39 adopt a definition of e-government, (2) advise the Department of  
40 Administrative Services regarding the use of the state central Internet  
41 web site as the centralized source for state government information

42 and services and recommend changes to the web site's design or  
43 content, (3) create priorities for new on-line services, (4) recommend  
44 the sharing of common state e-government functions, (5) consider  
45 whether to propose convenience fees for state on-line services, (6)  
46 assist in the selection and development of Internet traffic statistics, (7)  
47 provide input for and approve the annual strategic plan for e-  
48 government developed under section 4 of this act, and (8) adopt  
49 performance measurement goals for the state central Internet web site,  
50 including, but not limited to, goals for implementing new on-line  
51 services, and increasing the use of existing and new on-line services.

52 (b) The board shall consist of the following members:

53 (1) One appointed by the speaker of the House of Representatives,  
54 who shall be a representative of a municipality;

55 (2) One appointed by the president pro tempore of the Senate, who  
56 shall be a representative of a municipality;

57 (3) One appointed by the minority leader of the Senate, who shall be  
58 a member of the public;

59 (4) One appointed by the majority leader of the Senate, who shall be  
60 a member of the public;

61 (5) One appointed by the minority leader of the House of  
62 Representatives, who shall be a representative from the business  
63 sector, provided such representative shall not be an information  
64 technology vendor to the state;

65 (6) One appointed by the majority leader of the House of  
66 Representatives, who shall be a representative from the business  
67 sector, provided such representative shall not be an information  
68 technology vendor to the state;

69 (7) Eight appointed by the Governor, who shall each be a  
70 representative of a state agency in one of the following eight state  
71 service areas: (A) Human services, (B) health, (C) transportation, (D)

72 regulation and protection, (E) economic development, (F) conservation  
73 and development, (G) education, and (H) judiciary;

74 (8) The Chief Information Officer of the Division of Information  
75 Technology within the Department of Administrative Services;

76 (9) The Secretary of the Office of Policy and Management, or a  
77 designee;

78 (10) The Secretary of the State, or a designee;

79 (11) The State Librarian, or a designee;

80 (12) The Comptroller, or a designee;

81 (13) The Consumer Counsel, or a designee; and

82 (14) One representative from the Judicial Department, appointed by  
83 the Chief Court Administrator.

84 (c) All appointments to the board shall be made not later than thirty  
85 days after the effective date of this section and each member shall  
86 serve a term of three years from the date of appointment. Any vacancy  
87 shall be filled by the appointing authority. The members appointed in  
88 accordance with subdivisions (1) to (6), inclusive, and subdivision (14)  
89 of subsection (b) of this section shall be nonvoting members.

90 (d) The Governor shall select the chairperson of the board from  
91 among the voting members of the board. Such chairperson shall  
92 schedule the first meeting of the board, which shall be held not later  
93 than sixty days after the effective date of this section. Future meetings  
94 shall be held not less than quarterly. The chairperson of the board shall  
95 propose bylaws for adoption by the board concerning the conduct of  
96 its business. A majority of the members of the board shall constitute a  
97 quorum for the transaction of any business or the exercise of any  
98 power of the board.

99 (e) The chairperson may establish subcommittees to carry out the  
100 functions of the board. The chairperson shall designate what issues the

101 subcommittees shall address.

102 (f) The Department of Administrative Services shall, within  
103 available resources, provide staff support for the board and shall  
104 provide any information concerning the state central Internet web site  
105 requested by the board. Such information may include, but not be  
106 limited to, statistics concerning the usage of the state central Internet  
107 web site or other information needed for the board to perform its  
108 duties in accordance with subsection (a) of this section.

109 (g) Not later than January 1, 2013, and annually thereafter, the board  
110 shall submit a report on its recommendations concerning strategic  
111 proposals and priorities for e-government to the Commissioner of  
112 Administrative Services for inclusion in said commissioner's strategic  
113 plans developed in accordance with section 4d-7 of the general statutes  
114 and section 4 of this act.

115 Sec. 3. (*Effective from passage*) The E-Government Board shall devise  
116 a marketing strategy to advertise the state central Internet web site as  
117 the primary web site for citizens of the state to enter for information  
118 about and services of state government. The E-Government Board  
119 shall submit such marketing strategy to the Chief Information Officer  
120 for implementation by said officer.

121 Sec. 4. (NEW) (*Effective from passage*) The Chief Information Officer  
122 shall, in consultation with the E-Government Board, develop, publish  
123 and annually update an e-government strategic plan. Such plan shall  
124 delineate a clear strategy for providing on-line services for different  
125 user groups according to such groups' specific needs. The Chief  
126 Information Officer shall seek input from state agencies, including the  
127 various information technology departments of state agencies, citizens  
128 and businesses concerning such agencies', citizens' and businesses'  
129 needs concerning e-government.

130 Sec. 5. (NEW) (*Effective from passage*) The Department of  
131 Administrative Services shall, in consultation with the E-Government  
132 Board, develop an on-line user survey to be posted on the state central

133 Internet web site to determine user satisfaction and any user  
134 suggestions for improvements to the web site in order to enhance user  
135 experience. Not later than six months after the posting of such survey  
136 and every six months thereafter, the department shall submit a report  
137 containing the aggregated results of such survey to the E-Government  
138 Board.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>from passage</i>	4d-1
Sec. 2	<i>from passage</i>	New section
Sec. 3	<i>from passage</i>	New section
Sec. 4	<i>from passage</i>	New section
Sec. 5	<i>from passage</i>	New section

**GAE**      *Joint Favorable Subst.*

The following Fiscal Impact Statement and Bill Analysis are prepared for the benefit of the members of the General Assembly, solely for purposes of information, summarization and explanation and do not represent the intent of the General Assembly or either chamber thereof for any purpose. In general, fiscal impacts are based upon a variety of informational sources, including the analyst's professional knowledge. Whenever applicable, agency data is consulted as part of the analysis, however final products do not necessarily reflect an assessment from any specific department.

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***OFA Fiscal Note******State Impact:*** None***Municipal Impact:*** None***Explanation***

The bill is not anticipated to result in a fiscal impact to the Department of Administrative Services (DAS) as its requirements fall within the current scope of the agency's expertise. The bill establishes an E-Government Board and requires the chief information officer of DAS to develop an e-government strategic plan in consultation with the board. In addition, the bill requires DAS to staff the board, develop an on-line user satisfaction survey and report to the board on its results every six months.

***The Out Years******State Impact:*** None***Municipal Impact:*** None

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**OLR Bill Analysis****sHB 5309*****AN ACT IMPLEMENTING THE RECOMMENDATIONS OF THE PROGRAM REVIEW AND INVESTIGATIONS COMMITTEE CONCERNING THE CREATION OF A GOVERNANCE STRUCTURE TO IMPLEMENT E-GOVERNMENT.*****SUMMARY:**

This bill establishes a 21-member E-Government Board to (1) facilitate the development and implementation of the state's e-government initiatives and strategies and (2) identify business and customer service needs.

The bill also requires the Department of Administrative Services' (DAS) chief information officer (CIO) to develop, publish, and annually update an e-government strategic plan in consultation with the board. The plan must delineate a clear strategy for providing on-line services for different user groups according to their specific needs. The CIO must seek information from state agencies (including their information technology departments), citizens, and businesses about their needs concerning e-government.

Lastly, the bill requires DAS, in consultation with the board, to develop an on-line user survey to determine user satisfaction and any user suggestions to improve its website in order to enhance a user's experience. The survey must be posted on the state's central Internet website. DAS must report to the board on the aggregated results of the survey within six months after posting it, and every six months thereafter.

EFFECTIVE DATE: Upon passage

**BOARD MEMBERSHIP**



Under the bill, the 21-member board (14 of whom are voting members) consists of the Office of Policy and Management secretary, secretary of the state, comptroller, consumer counsel, and state librarian or their respective designees; and the CIO, plus 15 appointed members.

The governor must appoint eight of these members, each representing a state agency in one of the following service areas:

1. human services,
2. health,
3. transportation,
4. regulation and protection,
5. economic development,
6. conservation and development,
7. education, and
8. judiciary.

The House speaker and Senate president pro tempore must each appoint one member representing a municipality. The Senate majority and minority leaders must each appoint one public member. The House majority and minority leaders must each appoint one member representing business, who does not sell information technology. Additionally, the chief court administrator must appoint a representative from the Judicial Department. The legislative and judicial appointees are nonvoting members.

All appointments must be made within 30 days after the bill passes. Each member serves a three-year term from the date of appointment. The appointing authority fills vacancies.

The governor must select the board's chairperson from its voting

members. The chairperson must schedule the board's first meeting, which must be no later than 60 days after the bill passes. Subsequent meetings must be held at least quarterly. The chairperson must propose bylaws for the board to adopt for conducting its business. A majority of the board members (apparently voting and nonvoting) constitutes a quorum for transacting any business. The chairperson may establish subcommittees to carry out the board's functions and must designate what issues the subcommittees will address.

### **BOARD RESPONSIBILITIES**

The bill requires the board to:

1. develop and adopt a definition of e-government;
2. advise DAS on the use of the state's central Internet website as the centralized source for state government information and services and recommend changes to the website's design or content;
3. create priorities for new on-line services;
4. recommend the sharing of common state e-government functions;
5. consider whether to propose convenience fees for state on-line services;
6. help select and develop Internet traffic statistics;
7. provide input and approve the annual strategic plan for e-government developed under the bill; and
8. adopt performance measurement goals for the state central Internet web site, including goals for implementing new on-line services and increasing the use of existing and new on-line services.

The board also must devise a marketing strategy to advertise the

state's central Internet web site as the primary web site for information about state government and its services. The board must submit the marketing strategy to the CIO for implementation.

By January 1, 2013, and annually thereafter, the board must report its recommendations concerning strategic proposals and priorities for e-government to the DAS commissioner for inclusion in strategic plans the commissioner develops under existing law and the bill.

DAS must, within available resources, provide staff support for the board and any information on the state's central Internet website the board requests. This information may include statistics on the website's use or other information the board needs to perform its duties.

#### **COMMITTEE ACTION**

Government Administration and Elections Committee

Joint Favorable Substitute

Yea    15        Nay   0        (03/21/2012)